

# **CONTINUITY OF OPERATIONS PLAN**

## **MARINE OPERATIONS CENTER NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION**

**Norfolk, Virginia  
Seattle, Washington**

**UNITED STATES  
DEPARTMENT OF COMMERCE**

**August 9, 2002**

## **NOTICE OF CONFIDENTIALITY**

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# INTRODUCTION

Contained herein is the Continuity of Operations Plan (“COOP or “Plan”) for National Oceanic and Atmospheric Administration MOC operations conducted at the Marine Operations Centers in Norfolk, Virginia and Seattle, Washington. This Plan will ensure that critical functions performed by NOAA personnel at the Marine Centers can be re-established elsewhere in the event of an emergency.

**In the event of Plan activation, employees who do not have a role or responsibility in the COOP process will be “on call,” in standby status, and placed on paid administrative leave, unless otherwise notified.**

## COOP ACTIVATION SCENARIOS

**Described in this section are various scenarios under which this COOP may be activated, in ascending order from the least disruptive incident to the most catastrophic.**

### **SCENARIO ONE:**

#### ***VOLUNTARY ACTIVATION*** **due to incapacity of MOC buildings**

**IF ONE (or more than one but less than all) MOC building(s) IS /ARE INCAPACITATED, OR OTHERWISE UNUSABLE,** key staff from MOC will relocate to another pre-determined MOC building while damage is assessed and near- and long-term plans are developed. Likely causes of such a disruption could include fire, system/mechanical failure, hurricane tropical storm damage, or loss of utilities.

**IF ALL MOC BUILDINGS ARE AFFECTED,** key staff from MOC will work from home while damage is assessed and near- and long-term plans are formulated. The MOC may evacuate ships and equipment, if necessary.

- STEP 1:** Director, MOC, or his/her designee, contacts the Director, Office of Marine and Aviation Operations (OMAO) with a situation report.
- STEP 2:** Situation assessed. Senior NOAA officials determine whether situation warrants COOP activation and Site B relocation. Decision conveyed to MOC Director.

**SCENARIO TWO:**

***ORDERED TO ACTIVATE***  
**By Director, OMAO, or other authority**  
**due to imminent threat to Norfolk, Virginia or Seattle,**

This  
scenar

io envisions a situation where **all MOC area facilities in either Norfolk or Seattle are, or soon may be, incapacitated or otherwise unavailable** for normal business activities. This may be occasioned upon circumstances ranging from severely degraded building air quality, an actual or threatened use of weapons of mass destruction, earthquake or a landfalling hurricane or tropical storm.

- STEP 1:** OMAO and MOC leadership receives orders to activate COOP based on potential threat to Seattle or Norfolk, Metropolitan Area. Ships evacuate.
- STEP 2:** MOC Director, with the approval of Director, OMAO, instructs the MOC Emergency Management Team to depart for .....(Site C would be home and operational activities would transfer to the other Marine Center.)
- STEP 3:** The Director, MOC, directs the transfer of MOC management to Site C.
- STEP 4:** OMAO COOP Coordinator notifies NOAA COOP Coordinator of decision to relocate to Site C.

**STEP 5:** Within 12 hours, the Site C COOP Emergency Management Team (Appendix A) assembles at Site C and critical functions are reconstituted

**SCENARIO THREE:**

***AUTOMATIC ACTIVATION***

This scenario envisions a situation where either the Norfolk or Seattle area is incapacitated and rendered unusable. **In addition, the Site C Emergency Management Team is unable to travel to Site C as a result of an actual or threatened use of a weapon of mass destruction, or other catastrophic natural or man-made event.** Under this scenario, the President is likely to have declared a National Security Emergency under E.O. 12656, and other authorities.

***ACTION:*** Pre-selected MOC personnel assume headquarters leadership of the MOC, until further notice.

## **FOREWORD**

The National Oceanic and Atmospheric Administration has operations that must be performed, or rapidly and efficiently resumed, in an emergency. While the impact of an emergency cannot be predicted, planning for operations under such conditions can mitigate the impact of the emergency on our people, our facilities and our mission. The NOAA MOC, in conjunction with the Office of Marine and Aviation Operations, has prepared this site specific Continuity of Operations Plan for MOC Atlantic and Pacific operations.

Evelyn J. Fields  
Rear Admiral, NOAA  
Director,  
Office of Marine and Aviation Operations

## APPROVALS

Approved: \_\_\_\_\_ Date \_\_\_\_\_  
Director,  
Office of Marine and Aviation Operations

Approved: \_\_\_\_\_ Date \_\_\_\_\_  
NOAA COOP Coordinator



## **EXECUTIVE SUMMARY**

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## EXECUTIVE SUMMARY

This Continuity of Operations Plan for the NOAA MOC facilities ensures the continuance and uninterrupted delivery of critical services to the public, other Federal agencies, clients, and NOAA personnel which are necessary to enable the MOC to comply with existing statutes, executive orders, and mandates, among which are included the Stafford Act, and other applicable laws, statutes, and regulations. This Plan is prepared in accordance with guidance in Presidential Decision Directive 67 (Ensuring Constitutional Government and Continuity of Government Operations), which requires all federal Departments and agencies to have a viable continuity of operations capability.

This Plan focuses on actions required in the first 12 hours after an incident, although it recognizes that full restoration and reconstitution of Marine Operations Center activities may take weeks or months. This Plan also provides for sustained operations for a period of 30-60 days in the event of a catastrophic event affecting either the Seattle or Norfolk Metropolitan Areas.

### Primary Objectives:

- \$ Protect the safety and well-being of employees and others
- \$ Protect ships and other equipment required to perform mission
- \$ Minimize interruptions to critical functions performed in these facilities
- \$ Ensure continued leadership of the MOC
- \$ Provide for an orderly means of restoring normal operations as quickly and safely as possible

### Plan Structure:

- *Introduction* to immediate steps required in the event of COOP activation;
- *General Plan* of policies and management guidance; and
- *Appendices* with detailed information

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## Basic Elements

- **Identification of critical functions** that must be re-established within the first 12 hours
- \$ **Alternate locations** for performing critical functions
- \$ **An Emergency Management Team** to perform the critical functions, including continued command and

## Critical Functions

These are functions or operations, that are required to be performed by statute or Executive Order to provide vital services, exercise civil authority, maintain the safety and well being of the general populace, and/or sustain the nation's industrial and economic base in an emergency, or other functions deemed essential by the heads of principal organizational elements.

## Alternate Sites

An alternate facility capable of supporting critical functions, operations and personnel is critical to COOP planning. An alternate facility must be capable of supporting operations in a threat-free environment, as determined by the geographical location and/or the protective characteristics of the facility.

If some or all of the facilities at either MOC-A or MOC-P are unusable, critical functions will be relocated to the other Marine Center, or other local NOAA facilities (site B). The use of these alternate locations by MOC will be determined by the Directors of MOC and OMAO based on the nature of the emergency.

## Vital Records

The identification and protection of vital records is necessary to maintain critical functions. A vital records protection program aims to identify vital records, provides ready access to vital records in a disaster or emergency and enables MOC personnel to meet continuity of operations

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objectives. The MOC is presently establishing a plan for the identification, duplication, storage and recovery of vital records.

### **Delegations of Authority**

To ensure rapid response to any emergency situation requiring COOP implementation, the MOC, as part of the plan, has made policy determinations and decisions to pre-delegate command to personnel or field offices, as appropriate.

### **Communication and Coordination**

An effective communication plan is provided for in this Plan to assure that MOC employees are kept informed during an emergency.

### **Training, Testing and Evaluations**

In order to assure the efficacy of a Continuity of Operations Plan, it is necessary that all selected employees are appropriately trained and informed of their roles with regard to its implementation and that the plan is continually tested, evaluated and, when appropriate, amended. A training/testing protocol is provided for in this Plan.

### **COOP Document Maintenance**

The Director, MOC, or his/her designee, is responsible for maintaining this COOP. A protocol for addressing the distribution, reproduction and handling of the sensitive information contained in this Plan has been provided for.

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## **GENERAL PLAN**

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## **Introduction**

NOAA, by law and Executive Order, is required to have the capability to maintain critical functions in the event of an emergency. Each MOC organizational element, therefore, must be prepared to continue to perform its critical functions during an emergency or threat of an emergency, and to efficiently and effectively re-establish critical functions if they are interrupted.

## **General Concept**

This Plan is designed to continue high priority, critical functions of the MOC following a disruption in operations. During a serious event, such as a national security emergency, when reconstitution of normal business functions in either the Seattle or Norfolk Metropolitan Areas is impossible, this Plan provides the capability to perform essential functions at a remote location for a period of 30 to 60 days. Additional planning and activities will take place, as necessary, to restore normal MOC operations or to supplement this Plan with additional space, facilities, and support systems.

## **Purpose**

This Continuity of Operations Plan for the MOC ensures the continuance and uninterrupted delivery of critical services to the public, other Federal agencies, tenants, clients, and NOAA personnel which is necessary to enable the MOC to comply with existing statutes, executive orders, and mandates, among which are included the Stafford Act, and other applicable laws, statutes, and regulations.

This Plan focuses on actions required in the first 12 hours after an incident, although it recognizes that full restoration and reconstitution of MOC activities may take weeks or months. The Plan also provides for sustained operations for a period of 30-60 days in the event of a catastrophic event affecting the entire Seattle or Norfolk Metropolitan Areas.

This Plan provides policy and guidance for select MOC personnel to ensure that critical functions are continued in the event of an emergency and includes the deliberate and pre-planned movement of selected key officials and supporting staff to a relocation facility.

***The COOP environment is an emergency response environment.*** Each major NOAA facility, including Washington, DC headquarters, Silver Spring Metro Complex, Regional Administrative Support Centers, and other Regional and Field facilities, will have separate but coordinated COOP's. These Plans will be assimilated by the NOAA COOP Coordinator into one National NOAA COOP.

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## **COOP Activation Documentation:**

Activation and deactivation of the COOP will be documented in writing as part of the incident record, including date, time, and reasons for activation/deactivation. Oral decisions will be subsequently documented by written memoranda and incorporated in the incident files.

## **Applicability and Scope**

This COOP provides direction, guidance, and procedures for continuity of operations planning, preparedness, and operations including the reconstitution of normal activities for critical MOC functions performed at Marine Operations Centers Atlantic and Pacific, and by MOC field units and ships deployed throughout the United States.

## **Coordination with (EASC and WASC.)**

The MOC-A and MOC-P will coordinate essential personnel functions and ship support functions with EASC and WASC . These include evacuation orders or onbase instructions during an emergency.

A distinction must be made between a situation requiring evacuation only and one dictating the need to implement a COOP. For example, a sudden emergency, such as a fire or hazardous materials release, may require the evacuation of an MOC building with little or no advanced notice, but for only a short duration. Alternatively, an emergency so severe that an MOC facility is rendered unusable and likely will be for a period long enough to significantly impact normal operations, may require COOP implementation. The Director, MOC, and the Director, OMAO will review the emergency and determine the best course of action for response and recovery. This will preclude premature or inappropriate COOP activation.

This COOP is a deliberate and preplanned movement of pre-selected key officials and support staff to a backup facility.

## **Informational Appendices**

Appendices to this COOP contain detailed supporting information and documentation necessary to successfully implement the plan.

## **Authorities and References**

COOP planning is designed to ensure the continuance and uninterrupted delivery of critical services to the public, other Federal agencies, tenants, clients, and MOC personnel which is

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necessary to enable the Center to comply with existing statutes, executive orders, and mandates, among which are included the Stafford Act, and other applicable laws, statutes, and regulations.

Principle documents mandating the development and implementation of a COOP include:

- \$ Executive Order 12472, Assignment of National Security and Emergency Preparedness Telecommunications Functions, April 3, 1984
- \$ Executive Order 12656, Assignment of Emergency Preparedness Responsibilities, as amended, November 18, 1988
- \$ Executive Order 12919, National Defense Industrial Resources Preparedness, June 6, 1994
- \$ FPC 60 Continuity of the Executive Branch of the Federal Government at the Headquarters Level During National Security Emergencies, dated November 20, 1990
- \$ FPC 65, Federal Executive Branch, Continuity of Operations, July 26, 1999
- \$ National Security Act of 1947, dated July 26, 1947, as amended
- \$ Presidential Decision Directive 39, U.S. Policy on Counter-terrorism, June 21, 1995
- \$ Presidential Decision Directive 62, Protections Against Unconventional Threats to the Homeland and Americans Overseas, May 22, 1998
- \$ Presidential Decision Directive 63, Critical Infrastructure Protection, May 22, 1998
- \$ Presidential Decision Directive 67, Enduring Constitutional Government and Continuity of Government Operation, October 21, 1998
- \$ Executive Order 12148, Federal Emergency Management, dated July 20, 1979, as amended
- \$ 41 Code of Federal Regulations (CFR) 101-20.003, Definitions and 101-20.103-4, The Occupant Emergency Program, revised as of July 1, 1999
- \$ 36 Code of Federal Regulation (CFR) 1236, Management of Vital Records, revised as of July 1, 1998
- \$ Federal Preparedness Circular 65, dated July 26, 1999
- \$ Federal Preparedness Circular 66, dated April 30, 2001
- \$ Federal Preparedness Circular 67, dated April 30, 2001
- \$ Department of Commerce Administrative Order 210-10, Emergency Operations for Departmental Continuity, February 23, 1996
- \$ All NOAA Requirements as applicable



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### **What this COOP Does Not Cover or Address**

This COOP **is not** intended to address isolated events that may disrupt some normal activities at the MOC if employees are still able to conduct reasonably normal business activities without threats to their health or safety. Examples of such incidents are failures (such as telephone service due to lightning) or loss of information technology capabilities (such as E-mail or LAN services). The MOC facilities management staff is responsible for addressing isolated facility-related matters.

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### **RESPONSIBILITIES**

#### **Director, OMAO**

- \$ Direct the OMAO COOP Coordinator in developing and activating the OMAO COOP Plan
- \$ Provide overall policy direction, guidance, and objectives for continuity of operations planning
- \$ Provide policy direction, guidance, and objectives during an incident for the implementation of the COOP
- \$ Consult with and advise appropriate senior-level NOAA officials during implementation of the COOP
- \$ Participate in periodic intra- and interagency COOP exercises to ensure effective coordination and mutual support

#### **Director, MOC**

- \$ Maintain the MOC Emergency Information Database which identifies emergency points of contact with both work and after-hour locations for all offices and functions within the MOC
- \$ Coordinate with EASC and WASC concerning appropriate response action
- \$ Provide detailed COOP briefings to individuals in the Director, OMAO's Line of Succession
- 1. Assist in the development, conduct and evaluation of COOP exercises for the MOC
- 2. Assess the severity of an emergency, in cooperation with the MOC and OMAO staff
  - Serve as the team leader for the COOP Emergency Team during incidents
- \$ Ensure the pre-positioning of essential data/vital records including classified or sensitive equipment and records
- \$ Ensure the availability of reliable and operable telecommunications and information processing equipment
- \$ Ensure coordination with management personnel at alternative COOP sites

#### **MOC COOP Emergency Management Team**

- \$ Assure continuing command and control of MOC and operation of critical functions of the Center

#### **Chief, MOC Resource Management Staff**

- \$ Provide OMAO COOP Coordinator with event-specific information including preliminary impact analysis, suggested occupancy or use, and any implications to operation

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- \$ Coordinate facility access for emergency responders (fire, police, etc.)
- \$ Notify designated individuals from event-affected departments to initiate general employee contact (phone trees)

### **MOC Employees**

- Report to work to perform critical functions as detailed in this COOP, or as requested
- Provide appropriate current contact information to their supervisors

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# **CRITICAL FUNCTIONS**

In addition to the critical functions performed in the Norfolk and Seattle Areas the following minimum essential MOC functions will be performed regardless of the nature of the disruption. Additional specific critical functions and activities of the organizations covered by this plan may be critical depending on the nature, timing, severity, and duration of the disruption.

### **Minimum Essential Functions and Activities**

- (1) Protect the health and safety of employees, on-site contractors, visitors and the public
- (2) Evacuate and/or protect MOC ships as required
- (3) Protect critical functions, facilities, systems, equipment and records at the MOC-A and MOC-P facilities
- (4) Ensure continued and uninterrupted command, control, and leadership of the MOC
- (5) Communicate with the OMAO, employees, field offices, deployed ships, and the public
- (6) Provide support services for employees and/or their families directly affected by the event or incident
- (7) Restore and reconstitute normal functions of the MOC

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## **ALTERNATE SITES**

The Marine Operations Center has primary Pacific (MOC-P) and Atlantic (MOC-A) facilities located in Seattle and Norfolk, respectively. The MOC is centrally managed by Director Rear Admiral Nicholas A. Prahl, NOAA, who lives in the Norfolk area. The previous Director lived in the Seattle area. Both locations have a Deputy Director and provide infrastructure that supports either facility from either location. Personal satellite communication systems (Iridium phones) are issued to managers which can access all NOAA ships and each other are independent of land based support. All ships have some form of satellite communication system. Additionally, portable computers are issued with DVD based copies of MOC intranet site information which allow for operational coordination from home or remote sites, if either or both facilities are closed. This plan addresses the planning for, response to, and recovery from emergencies or disasters that may overwhelm MOC-P's and MOC-A's resources and ability to function from either facility.

### **Site Description MOC-P**

MOC-P is situated on the eastern shore of Lake Union, just north of downtown Seattle. The immediate area is a combination of industrial, light industrial, commercial and residential. The facility has been under lease since 1960 and consists of four major buildings and two double sided piers. Approximately 60 employees provide administrative, logistical and operational support for the west coast NOAA ships, which include four Seattle-based ships. Ship access to Puget Sound is through the Lake Washington Ship Canal and Hiram Chittenden Locks, which are operated by the U.S. Army Corps of Engineers.

### **Site Description MOC-A**

MOC-A is situated on the Elizabeth River in downtown Norfolk. The immediate area is a combination of medical facilities, small commercial enterprises and residential buildings. The facility is owned by NOAA since 1962 and consists of two major buildings and a two sided quay. OMAO occupies Building 1 with attached warehouse and NOS is a tenant in Building 2. Additional government property lies across the Hague Creek including an NGS facility and outside storage. Approximately 45 employees provide administrative, logistical and operational support for the east and gulf coast NOAA ships which includes two Norfolk based ships. Ship access is via the Chesapeake Bay and Elizabeth River.

### **Hazards Assessments MOC-P**

The potentially devastating hazards facing MOC-P are those occurring naturally, either earthquakes, erupting volcanoes or severe weather. Acts of terrorism cannot be completely ruled out.

A number of active faults are located in the region, as are a number of active, yet dormant, volcanoes. There has not been a major eruption since the Mt. St. Helens eruption in 1980. There have been major seismic tremors, and while none have caused widespread damage or interruption of services, the potential is present. Severe storms pose a major threat to the

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region; widespread interruption of electric and telephone services is not unusual when severe Pacific storms move through the area.

The Pacific Northwest is home to a number of major military bases, a major airport and major seaports, as well as high profile landmarks such as the Space Needle. These features might make the area a desirable target for terrorist activity. It is unlikely that MOC-P would be a primary target, but because of its close proximity to shipyards and downtown, risk is present. The facility and the ships would represent “soft” targets because neither are armed.

Regional security personnel from NOAA’s Western Regional Center in Seattle have assigned an overall risk assessment of MEDIUM to MOC-P.

### **Hazards Assessment MOC-A**

The potentially devastating hazards facing MOC-A are those occurring naturally, either hurricanes, Northeaster’s or other severe weather. Acts of terrorism cannot be completely ruled out.

Severe storms pose a major threat to the region; widespread interruption of electric and telephone services is not unusual when severe Atlantic storms move through the area.

Norfolk and the greater Hampton Roads area is home to a number of major military bases, a major airport and seaport, and the Chesapeake Bay Bridge and Tunnel, considered a high profile man made wonder of the world. The military and container shipping features might make the area a desirable target for terrorist activity. It is unlikely that MOC-A would be a target, but because of its close proximity to military bases and downtown, risk is present. The facility and the ships, would represent “soft” targets because neither are armed.

NOAA has classified MOC-A as a Level 2 Facility on a 5 point scale with 5 being at highest risk.

In the event that MOC is neutralized for any reason, personnel will provide basic essential services to the ships from the non effected Center and their homes. Any disruption of services at MOC would most likely be mirrored at the Western or Eastern Regional Support Center, making a relocation to WASC or EASC unnecessary, unlikely and unproductive.

MOC-P and MOC-A each have a iridium base stations and individual iridium phones assigned to key personnel on the succession list, so that telephone contact with ships and other NOAA facilities can be maintained in the event of widespread, long term land line and/or cellular outages.

### **SITE B:**

**Under Activation Scenario One, where one or more but less than all MOC facilities is/are incapacitated, or otherwise rendered unusable,** key management staff will coordinate with their counterparts at the other MOC Center. Essentially Seattle will cover for Norfolk and vice

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versa with the effected center using Iridium phones and battery powered portable computers from home or other safe locations in accordance with emergency procedures developed by the MOC Emergency Committee.

The Chief, Resource Management Staff will ensure that MOC facilities and property are secured. Ships will call or e-mail the MOC and receive instructions from the MOC Command.

**If, however, all MOC buildings are rendered temporarily unusable,** MOC will operate with Iridium phones and battery powered portable computers from home or other safe locations in accordance with emergency procedures developed by the MOC Emergency Committee.

The Chief, Resource Management Staff will ensure that MOC facilities and property are secured. Ships will call or e-mail the MOC and receive instructions from the MOC Command.

### **SITE C:**

Activation Scenario Two envisions a situation where **all MOC buildings, and the Norfolk and Seattle Metropolitan Areas are, or soon may be, incapacitated or otherwise unavailable** for normal business activities. This may be occasioned upon circumstances ranging from severely degraded building air quality, a hurricane or tropical storm, or an actual or threatened use of weapons of mass destruction. In the latter case, the President is likely to have declared a National Security Emergency under E.O. 12656, and other authorities.

Under these circumstances, the MOC COOP Emergency Management Team will make their way to home or other safe locations and communicate by Iridium phones. Ships will call the MOC, or follow the successor list if necessary, and receive instructions from the MOC Command.

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### **VITAL RECORDS**

The identification and protection of vital records is necessary to maintain critical functions. A vital records protection program aims to identify vital records, provide ready access to vital records in a disaster or emergency, and enable MOC personnel to meet continuity of operations objectives. The Office of Finance and Administration, in coordination with the Department of Commerce Records Management Office, and NOAA's Chief Information Officer, is currently developing a NOAA-wide Vital Records Management and Recovery Plan, which will be used in conjunction with this MOC COOP.

This Vital Records Management and Recovery Plan will identify records that are vital to the continued operation of MOC in the event of enemy attack or other emergency and detail procedures for the inventory, storage, protection, cycling and recovery of vital records.

The MOC is presently adding vital records deemed necessary for the continuity of functions (i.e., medical records, engineering information, property records, personnel records) to its intranet documentation site "MOCdocs". DVD Roms (mirror image copies) are being made for all key managers and they will be updated periodically. This is the same system utilized to transfer the information to each ship since ships typically do not have internet access at present. These records will be stored at the MOC with backup copies stored at the IT back site.

#### **Objectives of a Vital Records Management and Recovery Plan**

- Assign responsibilities for plan implementation and execution
- Ensure vital records are evaluated on the basis of their necessity in carrying out emergency operations or in protecting the rights and interests of citizens and the Government and not on their value as permanent records
- Ensure that emergency operating records vital to the continuity of critical functions during a national/regional emergency or disaster will be available to all key managers in an emergency
- Safeguard legal and financial records essential to the preservation of the legal rights and interests of individual citizens and the Government
- Ensure vital records are easily retrievable and maintained in proper condition
- Ensure that a current inventory of vital records is readily accessible
- Outline procedures for and prioritize the recovery of vital records during an emergency
- Minimize damage to vital records during an emergency
- Provide procedures for the recovery of damaged records



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# **DELEGATIONS OF AUTHORITY**

To ensure rapid response to any emergency situation requiring COOP implementation, pre-delegation authority for making policy determinations and decisions at MOC headquarters has been determined by the Director, MOC, with the approval of the Director, OMAO. Delegations of authority for each successor are in place and follow the text guidelines below.

The positions listed in Appendix B at the MOC will automatically succeed the head of the organization in the absence of the incumbent head and in the order listed. Incumbents in all of the positions listed are hereby delegated the authority to perform all duties and responsibilities of the head of the organization when required to ensure continued, uninterrupted direction and supervision and to perform critical functions and activities of the office. The authority to act as the Director of MOC may be exercised only when an official in one of the following positions is reasonably certain that no superior in the list is able and available to exercise the authority and when the nature of the situation requires immediate action. Individuals acting as successors will be relieved of their authority as soon as a higher authority on the list assumes the role of successor, or when an official with the requisite authority designates a permanent or acting head of the office. Individuals exercising the authority of the head of the office will keep a record of important actions taken and the period during which they have exercised that authority.

Ships and Port Offices of the MOC shall contact the Director, OMAO, for instructions if MOC superiors listed on the Successor List are unable or unavailable to exercise authority as head of MOC. The Director, OMAO, assumes command of the MOC under these circumstances.

# **COMMUNICATION AND COORDINATION**

## **Employees**

### During Normal Duty Hours:

Appropriate information will be transmitted to MOC employees during the incident through as many different modes as possible, including: public address system, e-mail, pagers, management chain, phone trees and sound alarms.

### After Normal Duty Hours:

For employees still on site, appropriate information will be transmitted to MOC employees during the incident through as many different modes as possible, including public address system, e-mail, pagers, management chain, phone trees and sound alarms. For employees no

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longer on site, the majority will be able to react to instructions from various forms of media or direct contact with them at home, including the requirement for pre-selected staff to relocate following proper notification.

In addition to news media announcements, employees will be encouraged to use the MOC 800 number **(866-564-5521 or 5522)** for more information.

**In the event of COOP activation, employees who do not have a role or responsibility in the COOP process will be “on call,” in “standby status,” and placed on paid administrative leave, unless otherwise notified.**

### **Notification Procedures**

When practicable and appropriate, advance notification of COOP activation, including threat or warning information, will be provided to personnel with assigned responsibilities under this Plan and to others as the situation warrants.

To facilitate emergency notification of COOP Emergency Team members and to provide additional communication capabilities the leadership and key members of the COOP Emergency Team will use cellular phones, and Iridium satellite phones and answering machines. These individuals are expected to respond to pages and phone calls in a reasonable period of time and to make alternate arrangements in the event of extended absences from the local area.

### **News Media**

The MOC will work closely with the OMAO Public Affairs Officer who will coordinate with the NOAA Office of Public and Constituent Affairs. Public Affairs staffs will work through the Department of Commerce Office of Public Affairs. This office will coordinate and manage all information about the emergency that is released in public statements or to the news media.

The NOAA Office of Public and Constituent Affairs will serve as the spokesperson, coordinating closely with the Department of Commerce Office of Public Affairs. As soon as possible, accurate information to explain the crisis, and measures being employed by the Department for safety, recovery and/or relocation will be shared with the media and the public through the use of media announcements and press statements for use by the electronic media (radio, TV, Internet) and the press. NOAA Office of Public and Constituent Affairs will work with the media to ensure and promote a positive understanding of response, recovery and mitigation activities being employed by NOAA.

### **Other External and Intergovernmental Communication/Coordination**

Communication with external entities, such as national leadership and intergovernmental communication will be handled, as appropriate, by the Department of Commerce, NOAA Office of Legislative Affairs, and the Office of Sustainable Development and Intergovernmental

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Affairs, in coordination with:

- Office of Management and Budget
- Constituent Groups
- Congressional Members, Committees and Staffs
- Other Federal Agencies

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# **TRAINING, TESTING AND EVALUATIONS**

### **Support for General Awareness, Training, and Exercises**

All employees must be made aware that a Continuity of Operations Plan is in place and advised as to what they are expected to do in various disruptive situations to best support safety requirements and the continuation of mission critical functions.

Besides awareness, the COOP dictates general training and periodic drills to ensure the plan can be effectively executed when required. Such training and any supporting drills will take into account the sensitivity of certain information in the Plan, e.g., specifics on relocation sites, and home phone numbers, to minimize unauthorized access.

### **COOP Emergency Team Training**

Emergency Team Members will be trained in COOP implementation and advised of their roles and responsibilities thereunder. Emergency Team Members will ensure their contact information is kept up-to-date.

### **Testing**

Testing of selected notification procedures by the Emergency Team leaders will be conducted semi-annually, with a check of the viability of the entire notification system being conducted at least annually.

Emergency Team Members will help execute and evaluate COOP scenario activation drills semi-annually. A senior level evaluation will follow each exercise within 48 hours. A “lessons learned” list will be prepared and appropriate changes made, as necessary.

Full COOP Simulation will be conducted annually.

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# **BUSINESS/PERSONNEL MANAGEMENT**

## **BUSINESS**

### **General Property Management Procedures**

Materials acquired during Emergency Organization operations with a unit value in excess of \$5,000 and "sensitive materials" (personal computers, laptops, fax machines, VCRs, weapons, etc.) regardless of cost, will be identified and controlled as accountable property using the Bureau-recognized Personal Property Management System in accordance with US Government, Departmental, and Bureau-specific policies and procedures.

### **Cost Accounting/Reporting**

#### **Planning and Preparedness Costs**

Costs of staff time, travel, routine supplies, and other activities associated with preparation and maintenance of the COOP, will be covered from normal office budgets. Offices are expected to cover costs of routine vital records protection measures, reference materials, and other items necessary to be prepared to conduct essential activities.

## **Personnel**

The NOAA Office of Finance and Administration will attend to the following:

### **Time and Attendance**

Ensure that time for emergency team members are accounted for on the standard T&A worksheet. If it is possible to record time and attendance in the normal manner, that should be done. Otherwise, T&A data can be called-in to the timekeeper of record, or reported via e-mail. If, however, given the nature of the event, normal T&A processes are impossible to perform, a pre-authorized OFA official will provide a pre-defined code to the federal payroll processing facility authorizing payment of salaries and benefits.

### **Assignments and Work Scheduling**

Supervisors and managers, have the authority to assign emergency team members to perform whatever kind of work is necessary to carry out the mission of the agency. Assignments do not have to be reflected in employees' official position descriptions. "Other duties as assigned" always applies regardless of position, grade, location, bargaining unit coverage or condition of employment. They also manage work and rest periods, assignment duration and operational periods for assigned emergency team members to maintain safe, productive activities.

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## **Acquisition of Supplies, Materials and Services**

All acquisitions for supplies, materials and services processed to support the Emergency Organization operations will be processed in accordance with the Federal Acquisition Regulations (FAR) and shall fully utilize the flexibilities allowed under the FAR for COOP and/or emergency situations. Increases in acquisition delegations of authority, as necessary, will be granted by the Director, Acquisition and Grants Office.

## **Purchase Cards/Procurement Guidance**

Emergency requests for delegated acquisition authority or changes to existing authorities should be referred (via e-mail or fax) to the appropriate Agency Program Coordinator (APC) in Headquarters or the Administrative Support Centers. Such requests will be processed on an expedited basis and coordinated with the Purchase Card Contractor. For guidance and assistance in processing purchase card acquisitions, cardholders should contact their APC or the Acquisition Policy Chief in Headquarters. Questions or guidance needed for all other types of acquisitions can be referred to the Acquisition Policy Chief in Headquarters.

## **Claims Procedures**

Claims against the Government may be filed by any aggrieved person, or his/her authorized agent or legal representative. Claims may be filed for property loss, property damage, personal injury, or death. Tort claims against the Government must be submitted within two years of the loss.

## **Claims for Employee Personal Property**

In the event that an item of an employee's personal property is damaged, destroyed, or lost during an accident or emergency, the individual will file Form CD-224 (Employee Claim For Loss Or Damage To Personal Property) with the NOAA Claims Officer in the Finance Division. The procedures are in NAO 203-17, Personal Property Claims.

# **COOP DOCUMENT MANAGEMENT**

The sensitive nature of the information in this Plan dictates special care in managing its reproduction, distribution and handling. A balance must be achieved that ensures the right people have timely access to the information they need, while restricting the opportunity for close-hold information to get into the hands of those who have no need for access. This balance will be attained through a number of measures. Those include:

- (1) Use of the "For Official Use Only" designation for the plan and related support

## **FOR OFFICIAL USE ONLY**

materials

- (2) Use of numbered copies and signed logs or receipts for controlling distribution
- (3) Restricted distribution of select portions of the plan, e.g., classified appendices

### **APPENDIX A**

**MOC COOP EMERGENCY MANAGEMENT TEAM** The Director, Marine Operations Center, commands both Marine Operations Centers, MOC-Atlantic in Norfolk, VA, and MOC-Pacific in Seattle. The Team is comprised of members from both Centers.

Director, MOC

Executive Officer

Deputy Director, MOC - Atlantic

Deputy Director, MOC - Pacific

Chief, Operations Division - Atlantic

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Chief, Operations Division - Pacific

Chief, Resource Management Division

Chief, Electronic Engineering Division

Chief, Marine Engineering Division

Emergency Committee Staff

-



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## **FOR OFFICIAL USE ONLY**

### **Appendix B**

**MOC Order of Succession** The Director, Marine Operations Center, commands both Marine Operations Centers, MOC-Atlantic in Norfolk, VA, and MOC-Pacific in Seattle. The order of succession is comprised from both Centers and will depend if one of the centers is effected or not.

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Director, MOC

Executive Officer

Deputy Directors, MOC

Chiefs, Operations Division

Chief, Resource Management Division

Chief, Electronic Engineering Division

Chief, Marine Engineering Division

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## **FOR OFFICIAL USE ONLY**

### **APPENDIX C**

#### **TRAINING TESTING AND EVALUATIONS**

Telephone Recall (semi-annually)

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Members of the MOC COOP Emergency Management Team and individuals listed on the MOC Succession List will be contacted to ensure numbers and contact mechanisms are current.

Measure of Success: All critical personnel contacted within three hours during the work week period (Monday 0600 - Friday 1700). Within 48 hours of the exercise, an MOC senior level evaluation will be conducted and a “lessons learned” list developed.

Scenario Simulation (annually)

COOP implementation will be simulated with degraded communications. Pre-selected key MOC personnel will be removed from the situation to simulate possible real-life situations and to assess communications and decision making capability.

Measure of Success: The MOC COOP Emergency Management Team will be located and ready to exercise within three hours of scenario implementation. Within 48 hours of the exercise, an MOC senior level evaluation will be conducted and a “lessons learned” list developed.

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Full COOP Simulation (annually)

COOP implementation will be simulated with degraded communications. Pre-selected key MOC personnel will be removed from the situation to simulate possible real-life situations and to assess communications and decision making capability.

Measure of Success: The MOC COOP Emergency Management Team will be located and begin the exercise within three hours of scenario implementation. Within 48 hours of the exercise, an MOC senior level evaluation will be conducted and a “lessons learned” list developed.

## **APPENDIX D**

### **LIST OF VITAL DOCUMENTS**

## **FOR OFFICIAL USE ONLY**

Additional security and safety policy and procedures are available on the MOC Intranet Site, and a mirror image snapshot is periodically provided to MOC ships, managers and employees on DVD, to facilitate remote access to information on battery powered portable computers, regardless of internet access.

### **Emergency Contact List**

[OMAO Safety and Environmental compliance Responsible Individuals](#)

[Inport Security Attachment, Phone List MOC-A & MOC-P](#)

### **Related Plans**

[MOC Atlantic Occupant Emergency Plan](#)

[MOC Pacific Occupant Emergency Plan](#)

[MOC Atlantic Hurricane Emergency Plan](#)

### **Threats**

[IMO Guidance on the Protection of Ships from Terrorism and Sabotage](#)

[Metropolitan Medical Response Plan for Hampton Roads Terrorist Attack](#)

[How to Handle Suspicious Mail](#)

[Prepare! King County Government's Emergency Preparedness Site](#)

[The Region of Hampton Roads, Be Prepared for the 2002 Hurricane Season](#)

MOCdoc DVD Roms are issued to all Ships and Key Managers



## **FOR OFFICIAL USE ONLY**

Other Documents

IT backup media

Employee Personnel Files/Social Security Numbers

Personnel Roster

Time & Attendance Records

Property Inventory List

HAZMAT Inventory

### **APPENDIX E**

#### **MOC CONTACT LIST (updated Mar 27, 2003)**

## FOR OFFICIAL USE ONLY

<u>Billet</u>	<u>Incumbent</u>	<u>Phone Contact</u>
Director	RADM Nicholas A. Prah	757-441-6168 (w) 757-638-1452 (h) 757-630-7118 (c) Nick.Prah@noaa.gov (I)
Executive Officer	Mr. Steve Manzo	757-441-6136 (w) 757-382-7889 (h) 575-620-1608 (c) Stephen.H.Manzo@noaa.gov (I)
Deputy Director MOC P	CAPT John C. Clary	206-553-7656 (w) 425-742-5873 (h) 206-669-2105 (c) John.C.Clary@noaa.gov (I)
Deputy Director MOC A	CDR Tim Wright	757-441-6778 (w) 757-373-1907 (c) Timothy.Wright@noaa.gov (I)
Chief, Operations MOC P	CDR Michele G. Bullock	206-553-8705 (w) 425-672-8009 (h) 206-390-7527 (c) Michele.Bullock@noaa.gov (I)
Dep., Operations MOC P	Mr. Larry W. Mordock	206-553-4764 (w) 206-365-3567 (h) 206-465-9316 (c) Larry.Mordock@noaa.gov (I)
Chief, Operation MOC A	LCDR Jim Meigs	757-441-6842 (w) 757-285-8490 (c) Jim.Meigs@noaa.gov (I)
Dep., Operations MOC A	LT Ric Ramos	757-441-6844 (w) 757-285-8489 (c) Ricardo.Ramos@noaa.gov (I)
Chief, Mar Eng	Mr. Robert C. Wilmot	206-553-4997 (w) 425-271-3393 (h) 206-604-1872 (c) Robert.C.Wilmot@noaa.gov (I)
Chief, Elect Eng	Mr. Frank Colohan	757-441-6810 (w) 757-482-6870 (h) 757-630-0932 (c) Francis.J.Colohan@noaa.gov (I)

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Chief, Res Mgmt	Mr. Dale North	757-441-6439 (w) 757-441-4204 (h) Dale.C.North@noaa.gov (I)
Admin Officer	Mr. Alan Morris	206-553-7679 (w) 206-368-6936 (h) Alan.M.Morris@noaa.gov (I)